



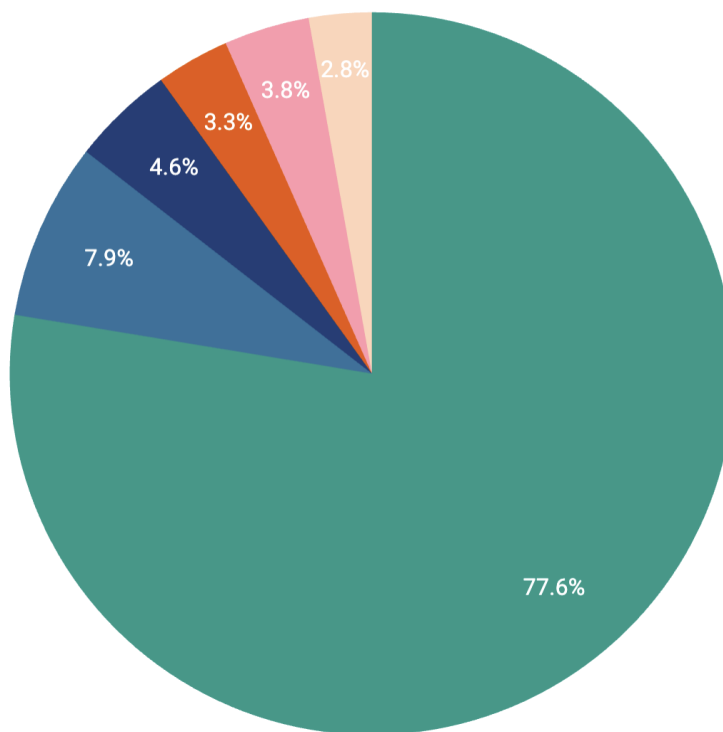
The CFPB Protects Consumers in Florida

The CFPB protects consumers by regulating the financial marketplace and holding financial institutions accountable for unfair, abusive, and deceptive practices. In the last 14 years, **the CFPB has secured over \$21 billion in relief for over 200 million people.** These efforts are informed largely by consumer input and complaints submitted to the [CFPB Complaints Database](#). It's one of the many ways the CFPB collects public input in pursuit of justice for consumers wronged by financial actors – with ordinary Floridians guiding its [enforcement actions](#) and rulemaking proposals.

Since 2011, consumers in Florida have submitted **nearly 940,000 complaints** to the CFPB. Below are the top financial issues reported by consumers in Florida.

CFPB Complaints in Florida

- Credit Reporting
- Debt Collection
- Mortgage
- Bank Account
- Credit Card
- Other



Data Source: *Consumer Complaint Database*. Consumer Financial Protection Bureau. Retrieved January 17, 2025.
https://www.consumerfinance.gov/data-research/consumer-complaints/search/?chartType=line&dateInterval=Month&dateRange=All&date_received_max=2025-01-21&date_received_min=2011-12-01&lens=Product&searchField=all&subLens=sub_product&tab=Trends.

#ProtectConsumers #DefendCFPB #CAW2025

Floridians share why we need the CFPB

OVERDRAFT

“As a disabled student whose only income is via SSI, overdraft fees and other junk fees disproportionately affect me and those like me who have low or inconsistent income. Banks and other financial institutions use these fees to prey on vulnerable populations, like working-class people and disabled people, and keep them out of economic solvency by “digging a hole” that people can never climb out of. For people struggling with food insecurity in particular, junk fees that exhaust limited finances can be literally dangerous. Please ban the imposition of these predatory fees by financial institutions.”

– **Jenna Abell**, Saint Augustine

[Reported to CFPB](#)

MEDICAL DEBT

XXXX XXXX XXXX has been exposing my personal medical information. Medical information is supposed to be private, and I did not give permission for this debt to be shared. By putting it on my credit report, they exposing sensitive information without my consent. This feels like a clear violation of my rights. On top of that, the debt has been damaging my credit score, which is making it harder for me to get loans or other opportunities I need. I recently learned that new laws are being put in place to stop companies from reporting certain medical debts, especially when theyre disputed or shared improperly. I think what this company is doing goes against those laws. Im asking the CFPB to look into this situation and make sure XXXX XXXX XXXX and the XXXX credit bureaus are following the rules. I also want this debt taken off my credit report as soon as possible.

– **Anonymous**, Zipcode 32514

[Submitted to the CFPB](#)